



COURSE OUTLINE: HCL202 - CULTURAL COMPETENCE

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Approved: Bob Chapman - Dean

Course Code: Title	HCL202: CULTURAL COMPETENCE FOR HEALTH CARE PROF
Program Number: Name	2187: HEALTH CARE LEADER 5985: HEALTH CARE LEADER.
Department:	BUSINESS/ACCOUNTING PROGRAMS
Academic Year:	2025-2026
Course Description:	This course examines how cultural competence and cultural safety contribute to equity, inclusion, and quality in Canadian healthcare. Students will critically analyze how culture, identity, and systemic factors shape health beliefs, access, and experiences. Emphasis is placed on reflective practice, organizational culture, and strategies to address structural barriers and promote culturally responsive care. Through this lens, learners will evaluate policy frameworks, health equity strategies, and tools to support inclusive care and organizational transformation.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	HCL401
Vocational Learning Outcomes (VLO's) addressed in this course:	2187 - HEALTH CARE LEADER
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Communicate effectively and appropriately with patients, families, and members of both the health care and administrative teams to maintain a wholly interactive environment.
	VLO 2 Practice and support evidence informed decision making, using critical thinking skills and best leadership practices to lead sustainable health care operations.
	VLO 3 Practice within the legal, ethical and professional scope of practice of a leader in Ontario's health care system to maintain the integrity of the health care organization.
	VLO 4 Address the needs of a diverse patient population using best practices to ensure progressive and positive processes within a health care facility.
	VLO 8 Outline strategies to manage risks in the business activities of a health care organization to obtain a sustainable organization.
	VLO 9 Develop and maintain ongoing personal and professional development to improve work performance in health care leadership.
	VLO 10 Apply patient and family quality care theories and core concepts of patient safety into current practices to achieve enhanced patient outcomes and positive experiences in the health care setting.



VLO 11 Apply principles of operational planning, project management, and quality management to support health care operations.

5985 - HEALTH CARE LEADER.

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VLO 3 Practice within the legal, ethical and professional scope of practice of a leader in Ontario's health care system to maintain the integrity of the health care organization.

VLO 4 Address the needs of a diverse patient population using best practices to ensure progressive and positive processes within a health care facility.

VLO 5 Utilize progressive, professional leadership concepts with a culturally competent approach to achieve organizational and health system goals within an interprofessional health care team.

VLO 8 Outline strategies to manage risks in the business activities of a health care organization to obtain a sustainable organization.

VLO 9 Develop and maintain ongoing personal and professional development to improve work performance in health care leadership.

VLO 10 Apply patient and family quality care theories and core concepts of patient safety into current practices to achieve enhanced patient outcomes and positive experiences in the health care setting.

VLO 11 Apply principles of operational planning, project management, and quality management to support health care operations.

Essential Employability Skills (EES) addressed in this course:

EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.

EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.

EES 4 Apply a systematic approach to solve problems.

EES 5 Use a variety of thinking skills to anticipate and solve problems.

EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.

EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.

EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.

EES 10 Manage the use of time and other resources to complete projects.

EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Course Outcomes and

Course Outcome 1

Learning Objectives for Course Outcome 1



Learning Objectives:	Define key concepts related to cultural competence and explain their relevance to Canadian healthcare.	1.1 Define culture, cultural competence, and cultural safety in the context of healthcare delivery. 1.2 Differentiate between cultural competence and cultural safety. 1.3 Explore how cultural identity affects care expectations among diverse populations. 1.4 Evaluate cultural competence models and how they inform health equity and quality care. 1.5 Interpret diversity-related legal, ethical, and accreditation requirements in Ontario.	
	Course Outcome 2	Learning Objectives for Course Outcome 2	
	Reflect on personal and professional responsibilities in delivering culturally competent care.	2.1 Identify stereotypes and cultural assumptions that may influence care. 2.2 Critically assess personal biases, emotional intelligence, and empathy in intercultural interactions. 2.3 Discuss tensions between cultural beliefs and clinical norms, and their impact on therapeutic relationships. 2.4 Examine codes of ethics and professional standards related to equity, diversity, and inclusion.	
	Course Outcome 3	Learning Objectives for Course Outcome 3	
	Analyze organizational culture and diversity strategies that support culturally competent care.	3.1 Describe how organizational culture and values shape inclusivity and staff engagement. 3.2 Assess the impact of cultural diversity on patient outcomes and organizational performance. 3.3 Evaluate education, hiring, and policy approaches that foster culturally safe workplaces. 3.4 Review best practices in diversity and inclusion strategies in healthcare teams and leadership.	
Course Outcome 4	Learning Objectives for Course Outcome 4		
Evaluate the role of cultural competence in advancing health equity and system change.	4.1 Assess cultural and linguistic factors influencing healthcare access and outcomes. 4.2 Analyze data that demonstrate how cultural competence affects quality and safety. 4.3 Reflect on historical and policy-based health disparities for marginalized populations. 4.4 Evaluate the effectiveness of equity-focused strategies, programs, and partnerships. 4.5 Design inclusive communication or care strategies that reflect diverse health beliefs and practices.		
Evaluation Process and Grading System:	Evaluation Type		Evaluation Weight
	Assignments (includes written assignments and presentations)		50%
	Professional Skills Development		20%
	Tests		30%
Date:	August 19, 2025		

Addendum:

Please refer to the course outline addendum on the Learning Management System for further information.

